

OBSERVATION REPORT #24 - REVISED

KPMG Consulting received unexpected service address errors on multiple service order requests.

Issue

KPMG Consulting submitted multiple service orders to Verizon-NJ (VZN-NJ) listing “Baldwin Trial ” as the address on the End User (EU) and Directory Listing (DL) forms. In response to all of the orders, VZN-NJ returned to KPMG Consulting system generated error messages stating “7073LW23 SERVICE ADDRESS MISMATCH LSR – LSR IN QUERY”.

KPMG Consulting submitted these orders in accordance with the Order Business Rules¹ and verified that these Baldwin Trial addresses do exist, as evidenced by their inclusion on responses to Customer Service Record (CSRs) and Address Validation (ADR) pre-order inquiries.

The following table lists a sample of PONs for orders that received this error message.

Issue	PON	VER	CSR Sent	Error Message Received
1	072041NN0X000003	AB	09/20/00 14:34	09/20/00 14:34
2	072051NN0X000003	AB	09/20/00 16:18	09/20/00 16:19
3	079011NN0X000008	AB	09/28/00 17:46	09/28/00 17:47
4	079031NN0X000007	AA	09/28/00 09:14	09/28/00 09:16

¹ Bell Atlantic Order Business Rules, Version 4.3.1, LSOG 4, Release Date: June 2000, Publication Date: May 2000.

During the 11/22/00 Observation conference call, KPMG Consulting raised a new issue where PONs with apartment numbers were receiving errors: "Service Address Mismatch". The following are the PONs that use apartment numbers and received the error messages:

Issue	PON	VER	CSR Sent	Error Message Received
5	072041NN0X000003	AF	11/21/00 09:40	11/21/00 09:41
6	072051NN0X000004	AA	11/14/00 10:20	11/14/00 10:21
7	072051NN0X000005	AA	11/21/00 15:16	11/21/00 15:17
8	072051NN0X000005	BA	11/21/00 15:17	11/21/00 15:18
9	072091NN1X000036	AB	11/17/00 09:15	11/17/00 09:17
10	072091NN1X000034	AC	11/16/00 17:23	11/16/00 17:23

Assessment

Incorrect errors may impede CLECs from receiving timely completion notices. As a result, this may result in delayed service for end users.